

# **Accessible Customer Service Plan**

## Providing Goods and Services to People with Disabilities

**TFS Group** is committed to excellence in serving all customers including people with disabilities.

### Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### Communication

We will communicate with people with disabilities in ways that take into account their disability.

### Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **TFS Group** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at our main office in Waterloo and on our website.

### Training for staff

**TFS Group** will provide training to all employees, volunteers and others everyone can potentially deal with the public or other third parties on their behalf. This training will be provided to staff prior to December 31, 2011. Any new employees will be trained on this policy within 30 days after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **TFS Group**'s accessible customer service plan.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing **TFS Group**'s goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

### Feedback process

Customers who wish to provide feedback on the way **TFS Group** provides goods and services to people with disabilities can call, e-mail, or complete a feedback card. All feedback will be directed to the VP of Operations. Customers can expect to hear back in 30 days. Complaints will be addressed according to our organization's regular complaint management procedures.

### Modifications to this or other policies

Any policy of **TFS Group** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.